



Economic Regulation Authority

 WESTERN AUSTRALIA

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*Promoting fair prices, quality services and choice.*

## NOTICE

### Customer Service Charter Guidelines

The Economic Regulation Authority has approved the amended Customer Service Charter Guidelines.

The guidelines provide information on the requirements for charter contents, the Authority's expectations on the review of charters by licensees, and the process it uses when reviewing or approving charters. The guidelines replace a previous version, published in August 2006.

The Authority published a copy of the draft guidelines for public comment on 8 July 2009 and received three submissions. Copies of the submissions are available on the Authority's [web site](#).

The guidelines are also available on the Authority's [web site](#).

For further information contact:

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17 September 2009